

PINCH

PT Showroom Manager

Job description March 2026

PINCH is one of the UK's most creative and successful furniture brands, founded by Russell Pinch and Oona Bannon in 2004, and selling worldwide. We are looking for a communicative and friendly individual to join our close-knit sales team, and manage our showroom space.

This role is ideal for someone who enjoys working closely with clients, is highly organised, detail-oriented and is a confident communicator. The focus is to create a warm and welcoming environment for both repeat and new clients to learn about our collections in our showroom.

Line Manager: Head of Sales

Hours: 3 days a week, including Saturday. Weekday working days are negotiable for the right candidate. Monday to Friday, 9 am – 6 pm, Saturday 10am – 5 pm

Location: 200 Ebury Street, London, SW1W 8UN.

To apply for this role please send your CV and cover letter explaining why you think you'd be great to jobs@pinchdesign.com

Key responsibilities:

- Responsible for the day-day running and general oversight of our showroom on Ebury Street in the Pimlico Road design, working alongside the sales team.
- Ensure the space is always well presented, well organised, and inviting to customers, understanding that the atmosphere of our showroom is crucial to the culture of the company.
- Work closely with the Head of Sales to ensure a high level of customer service is maintained in the showroom.
- Work collaboratively as part of the sales team, including by collating quote or enquiry details from phone conversations or showroom visits and upload to our CRM.
- Serve as a trusted advisor to clients, providing personalised assistance and anticipating their interior design needs.
- Oversee showroom inventory management, merchandising and maintenance of displays.
- Record customer footfall and pass on insights, market trends, and customer feedback to the sales team.
- Conduct regular check-ins with public customers who have visited the showroom, recommending new products in line with their interests.
- Carry out post-delivery follow up calls, to gather feedback on our service and ensure customers are satisfied.
- Actively participate in industry events and networking functions representing PINCH and our customers and identifying new business opportunities.
- Build and maintain relationships with other companies who share our Pimlico Road address.
- Ensure the showroom is well-stocked with samples.

- Monitor and maintain showroom aesthetics to reflect the brand's luxury image and uphold standards of excellence.
- Manage the showroom rota.
- Security management, ensuring attentive lock up procedures are followed.
- Liaise with landlords site manager, neighbours and the local council - in conjunction with our office manager input.
- Support on any refurb projects, being on hand in the showroom.
- Liaise with third party service providers i.e. security, cleaners, energy supply etc.
- Maintaining H&S/Fire/First Aid compliance records and requirements.
- Managing post and parcels.
- Managing provisions, supplies and stationary, to budgets with correct approvals.

Salary & Benefits:

As well as a competitive salary, additional benefits will include:

- Stakeholder pension scheme.
- 24 days holiday (which includes 3 days mandatory Christmas closure) + bank holiday (pro-rated)
- Birthday day off
- 5-year in-service loyalty holiday bonus.
- General benefits include eye tests, bike loans, shared gallery membership, and team rewards.
- Staff discount on product (excluding custom).
- Studio dog love from Joni.